IN THE CLAIMS

This listing of the claims should replace all prior versions:

1. (Currently amended) An apparatus for the analysis of a—at least two captured interactions associated with a traveler and an agent, the apparatus comprising:

an at least one first station for capturing audio, video, and data of an at least one first agent-traveler interaction along a traveler path;

an at least one second station for capturing audio, video, and data of an at least one second agent-traveler interaction along the traveler path; and

an analysis device for comparing the at least one second interaction with the at least one first interaction.

2. (Original) The apparatus of claim 1 further comprising a control station for storing the at least one first and second interactions captured.

3. (Original) The apparatus of claim 1 further comprising an alarm identifier device for identifying an alarm situation based on the comparing of the at least one second interaction with the at least one first interaction.

4. (Original) The apparatus of claim 3 further comprising an alarm-generating device for generating an alarm associated with an alarm situation identified by the alarm identifier device.

5. (Original) The apparatus of claim 1 further comprising a station poll data device for polling stations for the at least one first and second interactions.

6. (Original) The apparatus of claim 1 further comprising a station transfer data device for managing data transferred from stations for the at least one first and second interactions.

7. (Original) The apparatus of claim 1 further comprising a database for storing and retrieving the at least one first and second interactions.

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8. (Original) The apparatus of claim 1 further comprising a replay device for replaying at the least one first or second interactions.

9. (Original) The apparatus of claim 1 further comprising an object tracking device for tracking an object within the at least one first or second interactions.

10. (Currently amended) The apparatus of claim 1 wherein the at least one first and second stations comprise at least one video capturing device for capturing video of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one audio recording device for capturing audio of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one data capture device for capturing data of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one storage device and an at least one data retrieval device.

11. (Original) The apparatus of claim 1 wherein the at least one first station and second station are located in the same transportation port.

12. (Original) The apparatus of claim 1 wherein the at least one first station and second station are located in remote transportation ports.

13. (Original) The apparatus of claim 1 further comprising a second control room for recording and storing the at least one first and second interactions.

14. (Original) The apparatus of claim 1 further comprising a local or remote operator for observing the operation of the apparatus.

15. (Original) The apparatus of claim 1 wherein the control station comprises a recording and retrieval system.

16. (Original) The apparatus of claim 1 wherein the capturing is performed in real time to be analyzed upon capture or at a later time.

17. (Original) The apparatus of claim 11 wherein the transportation port is an airport or a train station or a bus depot or a seaport or a vehicle for transporting persons.

18. (Original) The apparatus of claim 1 wherein the interaction is associated with a baggage item.

19. (Currently amended) The apparatus of claim 1 wherein the at least one first and at least one second interactions comprise a captured data, video and audio depicting the interaction between the agent and the traveler.

20. (Currently amended) The apparatus of claim 1 further comprising a quality assurance device for analyzing the at least one first or second interaction for analyzing the quality of service provided to the traveler by the agent, the quality assurance device using an at least one evaluation form of the apparatus.

21. (Original) The apparatus of claim 20 wherein the quality assurance device alerts a supervisor where the quality of service provided by an agent fails to meet a predetermined standard.

22. (Original) The apparatus of claim 20 wherein the quality assurance device initiates a training session with an agent.

23. (Currently amended) A method for the analysis of a at least two captured interactions associated with a traveler and an agent, the method comprising the steps of:
    capturing audio, video, and data of an at least one first agent-traveler interaction at a first station along a traveler path;
    capturing audio, video, and data of an at least one second agent-traveler interaction at a second station along the traveler path; and

comparing the at least one second interaction with the at least one first interaction.

24. (Currently amended) The method of claim 23 further comprising the step of recording at a control station the <u>audio, video, and data of the</u> at least one first <u>agent-traveler</u> <u>interaction</u> and <u>the audio, video, and data of the at least one</u> second <u>agent-traveler</u> interactions captured.

25. (Original) The method of claim 23 further comprising the step of storing at a control station the at least one first and second interactions captured.

26. (Original) The method of claim 23 further comprising the step of an alarm identifier device identifying an alarm situation based on the comparing of the at least one second interaction with the at least one first interaction.

27. (Original) The method of claim 26 further comprising the step of generating an alarm associated with an alarm situation identified by the alarm identifier device.

28. (Original) The method of claim 23 further comprising the step of polling the at least one first and second interactions from the first and second stations.

29. (Original) The method of claim 23 further comprising the step of retrieving the at least one first and second interactions from a database.

30. (Original) The method of claim 23 further comprising the step of replaying through the use of a replay device the at the least one first or second interactions.

31. (Original) The method of claim 23 further comprising the step of tracking an object within the at least one first or second interactions.

32. (Currently amended) The method of claim 23 wherein the at least one first and second stations comprise an at least one video capturing device <u>for capturing video of the at least one first agent-traveler interaction or the at least one second agent-traveler</u>

interaction, an at least one audio recording device for capturing audio of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one data capture device for capturing data of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one storage device and an at least data retrieval device.

33. (Original) The method of claim 23 further comprising the step of analyzing the at least one first or second interaction for quality assurance purposes.

34. (Original) The method of claim 23 wherein the at least one first station and second station are located in the same transportation port.

35. (Original) The method of claim 23 wherein the at least one first station and second station are located in remote transportation ports.

36. (Original) The method of claim 23 further comprising the step of recording and storing at a second control room the at least one first and second interactions.

37. (Original) The method of claim 23 wherein the control station comprises a recording and retrieval system.

38. (Original) The method of claim 33 wherein the step of analysis comprises comparing the at least first or second interaction to determine discrepancies in the interaction between the traveler and the agent.

39. (Original) The method of claim 33 wherein the step of analysis comprises comparing the at least second interaction with the at least first interaction to determine discrepancies between the second and first at least one interactions.

40. (Original) The method of claim 33 wherein the step of analysis comprises analysis of the at least first or second interaction to determine whether the traveler is a security threat to other travelers.

41. (Currently amended) The method of claim 33 wherein the step of analysis comprising analysis of the at least second or first at least one interaction to determine if the agent is providing a quality of service at a predetermined level, using an at least one evaluation form of the apparatus.

42. (Original) The method of claim 23 further comprising the step of transferring data from the at least one first or second stations to a server device.

43. (Currently amended) A method for traveler interactions management comprising
    capturing first audio, video, and data information at a first predetermined locations along a traveler path;
    capturing second audio, video, and data information at a second predetermined location along a traveler path;
    recording the captured first and second audio, video, and data information;
    storing the recorded first and second audio, video, and data information on a storage device, and
    analyzing the recorded first and second audio, video, or data information by performing a comparison between the first and second audio, video, or data information,
    wherein said first and said second predetermined locations are substantially non-overlapping.

44. (New) The apparatus of claim 1 wherein the at least one first agent-traveler interaction is of a different type from the at least one second agent-traveler interaction.

45. (New) The apparatus of claim 1 wherein the at least one first agent-traveler interaction or the at least one second agent-traveler interaction is selected from the group consisting of: ticket purchasing, baggage screening, check-in, passport control, passenger screening; and boarding.

46. (New) The apparatus of claim 10 wherein the data capture device is a screen capture device.

47. (New) The method of claim 23 further comprising a step of analyzing the audio, video, or data of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction.

48. (New) The method of claim 47 wherein the analysis is spotting words said by the traveler.

49. (New) The method of claim 47 wherein the analysis is stress detection of the traveler.

50. (New) The method of claim 23 further comprising a step of checking whether a luggage belonging to the traveler has changed.

51. (New) The method of claim 23 wherein the at least one first agent-traveler interaction is of a different type from the at least one second agent-traveler interaction

52. (New) The method of claim 23 wherein the at least one first agent-traveler interaction or the at least one second agent-traveler interaction is selected from the group consisting of: ticket purchasing, baggage screening, check-in, passport control, passenger screening; and boarding.

53. (New) The method of claim 24 wherein the audio, video, and data of the at least one first agent-traveler interaction or the audio, video, and data of the at least one second agent-traveler interaction are recorded synchronously.

54. (New) The method of claim 32 wherein the data capture device is a screen capture device.